

## Chapter 19

### Telephones and Telecommunications

ARS policy is that all telephones will be answered with proper identification of the Agency (Agricultural Research Service) and identification of the office or individual answering the telephone and that telephone coverage will be provided during normal business hours. A USDA Directive has been issued that establishes policies and assigns responsibilities of the management and use of all aspects of communications services, equipment and resources within USDA.

The USDA established the USDA Teleconference Center to handle the Department's teleconferencing needs. Their 2000 rates begin with 10 lines for 1 hour of assisted service at a cost of \$90.00. Each additional line is \$9.00 per hour. They have a new unassisted computer bridge at a cost of \$60.00 per hour for 10 lines. Each additional line is \$6.00 per hour. It is not mandatory to use the USDA Teleconference Center; however, their rates are more than competitive with commercial companies.

Abbreviations: See Chapter 22 for commonly used acronyms and abbreviations.

References: DR 3300-1 - Telecommunications  
P&P 262.1 - Telecommunications - Voice Telecommunications Services (ARS)  
P&P 262.3 - Telecommunications--Utilization and Control of Telephone Lines, Station Equipment, and Costs  
P&P 264.1 - Telecommunications--New Telecommunications Systems and Major Changes--FTS2000 or Commercial Service  
P&P 264.3 - Telecommunications - Telephone Conference Services  
Form AD 845 - USDA Request for Video, Film and Teleconference Services

Point of Contact: USDA Teleconference Center  
Telephone: (202) 720-6072  
Fax: (202) 720-2042

USDA Teleconference Center Scheduling Personnel  
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AT&T Conference Center  
Telephone: (800) 232-1234